



Maricopa County Recorder's Office

2019 EAC Clearinghouse Award Submission

The Community Relations Team Roundtable

Project: *Bridging Access for All Voters*

Overview of The Roundtable Project

The Maricopa County Recorder's Office and Elections Department (MCRO/ED) work diligently to ensure that elections are free, fair, and accessible for all eligible Phoenix-metro area voters. In a county almost 10,000 mi² and serving 4.4 million residents (2.4 million voters), the Roundtable Project maintains an active line of communication between the communities that have historically experienced disenfranchisement at the ballot box and the MCRO/ED. The Community Relations Team (CRT) within MCRO develops, manages, and executes the Roundtable Project as part of their larger strategic mission of increasing accessibility for all residents and voters, and transparency in MCRO/MCED.

In 2017, the Recorder's Office held its inaugural Summit for customers who utilize the county's public recordation services. It was coordinated as a way to bring the new Recorder and his administration together with industry and community leaders to discuss issues important to the business community and property owners, and identify potential innovations to modernize the office.

The format consisted of small group discussions to gather feedback on the various recording services through facilitated conversation. The response

to this event was incredibly positive, yielding more insight and guidance for the office than expected, providing a clear direction for improving services, and creating a more direct connection between the office staff and their customers, and stronger bond between MCRO and the community.



Figure 1: Maricopa County Recorder's Office 3rd Annual Summit, 2019

The success of the MCRO Inaugural Summit in 2017 prompted the formation of similar discussions throughout the county for the Recorder Elections Department. In the 2017/2018 election cycle, MCRO held 17 listening sessions and Roundtables to gather feedback and find ways improve the voter experience for the



Figure 2: Disability Advocates Roundtable October 2019

Midterm Elections. It also offered an opportunity for MCRO to share information on the time, place and manner of Maricopa County's elections.

We quickly learned that community groups were as eager to receive information as they were to provide feedback about their voting experiences. Many leaders specifically stated that they wanted to become the trusted source of election information in their community and serve as a liaison for the Roundtable Project. With strong community engagement secured, the Project expanded quickly to include new constituencies and now required additional structure to ensure all feedback is analyzed and converted into solutions that improve access for voters.

Using the lessons learned from the 2017/2018 series of Roundtables, the CRT focused the program to gather feedback on certain areas of elections and to provide voters accurate and concise election information. A Roundtable series consists of meetings with each Roundtable group to discuss a specific topic, culminating in a Town Hall to share these discussions with the larger public. During the 2019/2020 election cycle, the CRT will be holding a minimum of five Roundtable series.

Six Roundtable Groups

The Roundtable groups focus on ensuring open, candid communication between the Elections Department and the groups for whom election services for their

community previously received federal oversight. For the MCRO/ED, the Roundtable Project works towards the office's stated goal of full enfranchisement for all citizens.

There are currently six Roundtable groups: African American, Asian American/Pacific Islander/Native Hawaiian, College and University, Disability Advocates, Hispanic/Latino, and Native American. A historical perspective informs us that each of these groups has experienced disenfranchisement in their communities directly in relation to elections and voting.



Figure 3: Native American Roundtable from September 2019

The Voting Rights Act (VRA) has been instrumental in protecting the right to vote for generations. African Americans, Latinos, Native Americans, and Asian Americans are the four groups that Congress primarily has sought to protect in the VRA.

The Americans with Disabilities Act (ADA) protects the civil rights of people who have physical and mental disabilities, similar to the Civil Rights Act of 1964, which protected people of various races, religions, and ethnic backgrounds. Some voters with disabilities require equity in accommodations to vote independently.

College Students are a critical voting constituency who are often at the forefront of political activism with noted low turnout. However, there are often barriers that students encounter unique to their circumstances and more transient lifestyle. They face hurdles including changing residency, voter identification, and voter registration deadlines. These issues disproportionately tend to affect college students because many move away from home to attend school, but return during the summer break, increasing the number of residency adjustments.

Community Engagement

Many voter registration, civic engagement, nonpartisan, and both governmental and non-governmental organizations have participated or had members participate in at least one of the six Community Roundtable Group sessions. A full list of organizations that are participating is in Figure 4: Community organizations participating in the Roundtables.

Community Organizations	
Ability 360	Greater Phoenix Urban League Young Professionals
ACLU of Arizona	Healthcare Rising Arizona
Alpha Phi Alpha Fraternity, Inc	Inter-Tribal Council of Arizona
Apache County Recorder's Office	League of Women Voters
Arizona African American Republican Committee	LUCHA
Arizona Asian American Association	Maricopa County Community Colleges District
Arizona Asian Television	Mesa Community College
Arizona Center for Disability Law	Mi Familia Vota
Arizona Center for Empowerment	Mosaic
Arizona Clean Elections	NAACP East Valley
Arizona Commission for the Deaf and the Hard of Hearing	Native American Connections
Arizona Community Foundation	National Disability Rights Network
Arizona Dream Act Coalition	Next Gen America
Arizona Jews for Justice	ONE Arizona
Arizona Lao Association	Pascua Yaqui Tribe
Arizona Pacific Community In Action	Phoenix Indian Center
Arizona Secretary of State's Office	Pima County Recorder's Office
Arizona Statewide Independent Living Council	Poder in Action
Asian American Coalition	Promise Arizona
Asian Pacific American Advocates - OCA Greater Phoenix	Protecting Arizona's Family Coalition
Arizona Statue University (ASU)	Puente Human Rights
ASU Indian Legal Clinic	Rio Salado Community College
ASU Law	SAAVI Services for the Blind
ASU Undergraduate Student Government	SABE
Arizona Advocacy Network	Scottsdale Community College
Arizona Clean Elections	SEMA Foundation

Arizona Department of Economic Security	Southwest Institute for Families and Children
CHISPA	Tanner Community Development Corporation
Clean Elections Commission	The Arc Arizona
Coconino County Recorder's Office	Tohono O'odham Urban Community
College Republicans	Tomorrow We Vote
Fort McDowell Yavapai Nation	United HealthCare
Gateway Community College	Yavapai County Recorder's office
Gila River Indian Community GRC	

Figure 4: Community organizations participating in the Roundtables.

2019/2020 Topics

Each series of Roundtables in 2019/2020 focuses on a specific topic. The topics are planned with two purposes in mind: what does the community want or need to know about to improve their next voting experience and when can MCRO/MCED take in meaningful feedback on those issues. These are the five planned Roundtable topics for this cycle:

- 1) **Communications and Voter Education:** This topic looked at the communication strategies used in 2018. MCRO took recommendations on the best way to let voters know how, when and where to vote. This series was held between May and July 2019.
- 2) **New Election Laws and Administration:** This includes the new laws passed by the 54th Legislature that will effect voters and the new share structure of the Election Department between the Board of Supervisors and the County Recorder. This Roundtable series was held from August to October in 2019.
- 3) **Presidential Preference Election (PPE):** The PPE in Arizona has specific rules that only apply to this election. In 2016, the long lines at polling locations were partially due to voter confusion about who could vote. In addition, we are asking community leaders how they measure an election so we may have

more uniform metrics developed with the community to measure success as a coalition.

- 4) **Election Debrief:** Maricopa County, starting in 2020, will have a new ballot and election equipment, which will be launched countywide for the PPE. The new tabulation suite replaces equipment that was purchased in 1996. This election debrief will give MCRO/MCED the chance to hear voters feedback about the equipment before the Primary and General Elections.
- 5) **Election Security:** Going into 2020, one of the most common question voters have asked is about what the office is doing to improve election security. MCRO will be covering social engineering, and physical and information security.

Mechanics of the Roundtable Events

A key component of these Roundtables is the partnership with each community. Every Roundtable meeting starts with finding a host. The host is a community leader who serves as a liaison and focuses the exercise on the individual access needs of their community. They will also invite other community groups to attend and moderate the actual discussion. Hosts may take on additional responsibilities such as setting the agenda or providing refreshments. MCRO is responsible for providing any printed materials and the topic presentation. We have learned that you need the following roles assigned to separate people at the Roundtable event:



Figure 5: Equipment demo at African American Roundtable event

- **Community Host:** As stated above they keep the event focused on the topic and community at hand.
- **MCRO presenter:** Recorder Fontes fills this role. He presents the information at the beginning of the meeting and helps field technical questions during the discussion portion.
- **Greeter:** As these meetings tend to be more casual, there are people coming in throughout the presentation. Having someone dedicated to the door ensures the flow of conversation is not disrupted, and latecomers are able to sign in and find a seat quickly and with assistance.
- **Note Taker:** It is important for enough staff to attend to have a dedicated note taker. The note taker must be free to document the entire discussion without having other responsibilities. This is the best way to ensure that all feedback is documented as is and not as the staff may later have imagined it to be. All reflections are important, most often the ones that are difficult to hear or note.

There are other roles, including photographer or subject matter expert that are assigned as staff is available or necessary, but the four above are most critical to a successful event. Roundtable meetings serve as listening sessions, with the primary focus on the community speaking and all staff remaining respectfully quiet.

Much like elections, the Roundtable is a partnership with the voters. Each event follows a basic, replicable agenda:

- 1) **Introductions**
- 2) **Presentation on Topic by Recorder Fontes**
- 3) **Guided discussion by Roundtable Host**
- 4) **Recap of key points discussed**

After each Roundtable, MCRO sends a review of the full discussion and key points to the attendees and action items to staff. The Roundtables depend on open communication, therefore continued feedback and discussion is encouraged to

clarify findings or increase context. Attendees may also add information or provide suggestions and best practices for improving access. Once the group has confirmed their findings and added guidance, the Community Relations Team gathers the information from all six Roundtables in the topic series, and prepares for the public Town Hall.

Mechanics of the Town Hall Event

Each host coordinates one public Town Hall with MCRO following a six-session Roundtable series. The Town Halls are a two-hour social media broadcast event to present the findings from each Roundtable session to the public. Each Town Hall allows for more than 100 in person attendees and includes multi-format voter education, a voter fair with community and agency partners, and an accessible presentation.



Figure 6: Panel discussion at October 2019 Town Hall – New Laws and Administration

After the presentation regarding the topic, similar to the presentation from the Roundtables, there are two panel discussions during each Town Hall:

- 1) **Community Panel:** This is the panel of hosts from the most recent Roundtable series. Each host presents one key discussion point from their meeting and a solution or action adopted or in progress by MCRO
- 2) **Staff Panel:** The second panel is key elections and recording staff who will answer audience questions.

Each panel takes written audience questions in order to allow for more questions in the allotted time. Questions asked by the audience may be shortened for brevity or combined with other similar questions, but theme and general language of

questions is not changed. Each Town Hall ends with a short presentation on resources, volunteer and employment opportunities, so attendees can get more involved as active citizens and voters.

Results of the Roundtables

Since 2017, numerous action items have evolved from Roundtable discussions and the guidance of our resident and voter advisors. From improvements in poll worker training to creating more and replicable resources for different populations to advise others of the time, place, and manner of their elections, too. These are only several of the actions that MCRO has taken as the result of Roundtable suggestions:

- Election Calendar Handout:** The African American Roundtable advised the creation of the Election Calendar handout as a Quick Look guide for upcoming election dates and pertinent deadlines. Elections dates are predictable; having key deadlines available allows groups to improve their communication with voters and reduce frustration around deadlines. Having accurate and clear communications is a benefit to all voters. One of the challenges for this handout was following legislative session when the Primary date moved from late August to the first Tuesday in August. This handout was updated after being available on the Recorder website and distributed at multiple community events. However, it also provided an opportunity to reconnect with these groups, educate them

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VOTER REGISTRATION 101: DATES AND DEADLINES

Election Calendar 2019 to 2020

Be aware of upcoming elections and voter registration deadlines. Each deadline is calculated by counting backwards from Election Day. For example, the Voter Registration Deadline is E-29, meaning 29 days before Election Day.

Election Day	Election Type	Voter Registration Deadline (E-29)	Ballots Mailed (E-27)	Return Ballots By* (E-6)
March 12, 2019	Jurisdictional	February 11, 2019	February 13, 2019	March 6, 2019
May 21, 2019	Jurisdictional	April 22, 2019	April 24, 2019	May 15, 2019
August 27, 2019	Jurisdictional	July 29, 2019	July 31, 2019	August 21, 2019
November 5, 2019	Jurisdictional	October 7, 2019	October 9, 2019	October 30, 2019
March 10, 2020	Jurisdictional	February 10, 2020	February 12, 2020	March 4, 2020
March 17, 2020	Presidential Preference	February 18, 2020	February 19, 2020	March 11, 2020
May 19, 2020	Jurisdictional	April 20, 2020	April 22, 2020	May 13, 2020
August 4, 2020	Primary	July 6, 2020	July 8, 2020	July 29, 2020
November 3, 2020	General	October 5, 2020	October 7, 2020	October 28, 2020

*After this deadline MCRO recommends dropping your ballot off at a voting location rather than mailing it in.
**Moved per ARS 16-120 due to E-29 days being a holiday.

Figure 7: Handout available on website for download.

on what dates changed, and strengthen our partnership. Additional follow up was provided at the "New Laws and Administration" Roundtable series.

- **Processing Signatures for Voters Unable to Make a Mark:** This suggestion came from the Disability Advocates Roundtable. Although MCRO has had an internal procedure regarding how we process signatures for voters who are unable to make a mark, many voters voiced concerns that they thought their votes might not be counted, a common concern across all populations of voters, but disproportionately by voters with disabilities. This provided an opportunity for MCRO to work with our local P&As (Arizona Center for Disability Law) to ensure that our procedures meet accessibility standards. MCRO made the procedure public and presented this to the groups that serve voters with disabilities.
- **Mythbusters Series:** This set of videos was based on the most common election myths brought up in the original listening sessions in 2017. While these videos were not a direct suggestion, the opportunity to hear what voters were thinking helped MCRO see what information needed to be shared. When we refresh this series in 2020 we will again be using myths gathered from these discussions.

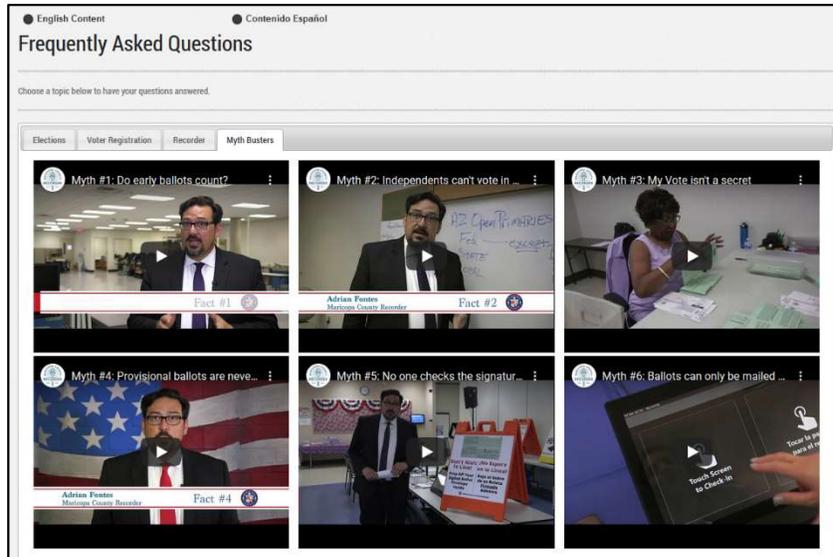


Figure 8: Mythbuster videos are available at Maricopa.Vote and social media pages.

Ongoing Projects

MCRO is continually working on improvements based on Roundtable recommendations and guidance. The positive communication feedback loop created by this project bolsters a culture of constant improvement at MCRO. These are three action items that the CRT is actively working:

- **Election Glossary:** Recommended by the Hispanic/Latino Roundtable in June 2019 to have a clear and regionally appropriate translation for the more complex election words.
- **More Mythbusters:** Based on the conversations from the first series in 2019 we will never run out of election myths to bust. MCRO is preparing to create another series of videos, graphics, and interactive digital engagement.
- **Voter Registration Orientation Flyer:** The CRT has created a set of student friendly flyer for Colleges and Universities to use during orientation or move-in packets. These are the three pieces:
 - 1) How to register to vote as a student.

- 2) How to vote by mail or in person as a student.
- 3) An organizer flyer with more detailed information for groups to use when registering students on campus.

Replicating the Roundtable Project

The Roundtable Project is only a success if it continues to connect community groups with their government through listening sessions and positive and innovative action. To replicate the Roundtable Project for an office, included are a few tips to get started:

- **Partnership:** Remember the process requires strong public partners to get started. Find community groups invested in improving the voter experience and they will advise who else in their community should be a part of the project. It only takes one strong community partner to get started. Start by contacting the local P&As to be connected to voter rights advocates who are focused on access issues.
- **Set Realistic Expectations:** It is important to emphasize what is and is not in the Recorder or elections department's authority as public officials and agencies. This is where having a topic keeps the feedback focused. The public understands not everything has an easy fix, and not everything is in the agency's ability - whether under law or resource/technology deficits - to change. To receive the best feedback, clarify the jurisdiction's legal, resource, and human capital limits during the short and long term.
- **Constant and Accessible Communication:** Most important of all is to make sure that there is an open communication line between the office and the Roundtable participants. They should always know when to expect communications from their liaison regarding the events, and they should know who to contact between events. If it cannot be a dedicated person, set

up a shared inbox exclusive for this type of communication monitored by multiple people.

While the Roundtable Project requires a resource and staff investment to launch, the benefit for the office and the community is immeasurable. Through thoughtful, candid conversations and well-sourced feedback, the Maricopa County Recorder's Office and Elections Department has offered a demonstration of newly acquired tabulation and ballot marking device equipment, to hear first the feedback of voters with disabilities who would use a Special Election Board or accessible device to vote their ballot in Maricopa County. The Roundtable has connected us with new and old voters who feel more empowered than ever and more confident in their knowledge. When enfranchisement is the common goal, groups that have experienced vacuums in access, are creators of multitudes. And in the end, time and resources are saved by learning directly from the community their specific access issues and addressing them in the agency's Election, Communications, and Continuation of Operations Plans.

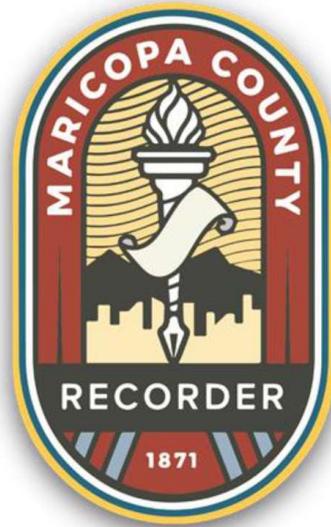
Maricopa County Recorder's Office Contacts

General Inquiries

(602) 506-1511

getinvolved@risc.maricopa.gov

Appendix I: Roundtable Flyers



2019-2020 ROUNDTABLE PROJECT

The Maricopa County Recorder's Office (MCRO) and Elections Department diligently works to ensure that elections are free, fair, and accessible for all Maricopa County residents. The roundtable project keeps an open line of communication between the protected groups, other underrepresented communities and the MCRO. Our goal is to ensure that we are accessible, accountable, and transparent in our outreach efforts. These discussions also aide the MCRO in efforts to ensure that the elections process provides equity to all voters.

Round One

Join us for our 1st session of small group discussions on voting and the upcoming 2020 elections. The theme of this year's roundtable project will be *voter access*. The topics for the first round of discussions will be *communications and voter education*.

Round One Schedule

Hispanic American

April 23rd 10am
LUCHA
5716 N. 19th Ave.

Asian American

April 24th 6:30pm
China Chili
302 E. Flower St.

Disability Advocates

May 1st 10am
Ability 360
5025 E. Washington

Native American

May 9th 11am
ASU Beus Center
111 E. Taylor St.

Colleges/Universities

May 15th 10am
Phoenix College - OSS Bldg
3310 N. 10th Ave. - Willo Rm

African American

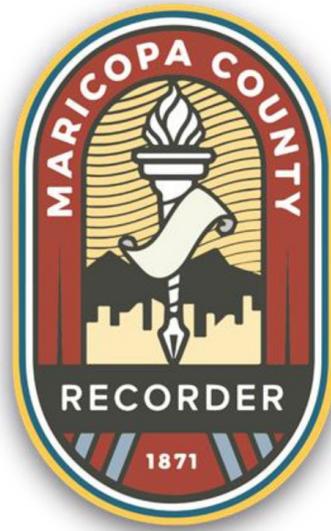
May 22nd 5:30pm
MCTEC
510 S. 3rd Ave.

MARICOPA COUNTY RECORDER'S OFFICE

111 s. 3rd Ave.
Phoenix, AZ 85003

Recorder.Maricopa.gov

For more information:
Kenosha Skinner
kskinner@risc.maricopa.gov



2019-2020 ROUNDTABLE PROJECT

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Round Two

Join us for our 2nd session of small group discussions on voting and the upcoming 2020 elections. The theme of this year's roundtable project will be *voter access*. The topics for the second round of discussions will be *New Election Laws/Adminstration and Impact to Voters*.

Round Two Schedule

Hispanic American

August 15th 10am
2201 E. Camelback Rd.
1st Floor Conference Rm.

Colleges/Universities

September 4th 10am
Rio Conference Center
2323 W. 14th St; Tempe

African American

September 7th 10am
MCTEC
510 S. 3rd Ave.

Disability Advocates

September 12th 10am
Ability 360
5025 E. Washington

Native American

September 13th 12:00pm
ASU Beus Center Rm. #601
111 E. Taylor St.

AANHPI

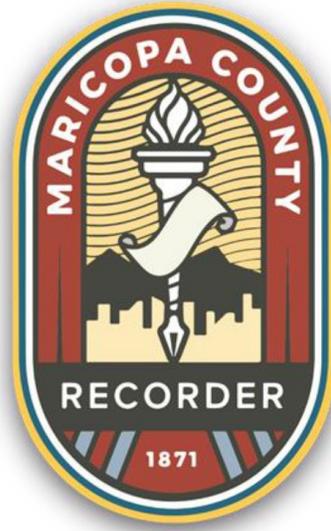
October 2nd 6:30pm
SEMA Foundation - Ste. #4
325 N. Austin Dr.; Chandler

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111 s. 3rd Ave.
Phoenix, AZ 85003

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For more information:
Kenosha Skinner
kskinner@risc.maricopa.gov



2019-2020 ROUNDTABLE PROJECT

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Round Three

Join us for our 3rd session of small group discussions on voting and the upcoming 2020 elections. The theme of this year's roundtable project will be *voter access*. The topic for the third round of discussions will be the *Presidential Preference Election*.

Round Three Schedule

Colleges/Universities

November 25th 6:30pm
ASU Tempe Campus; MU 246
3012 E. Orange Mall; Tempe

Disability Advocates

December 2nd 10am
Ability 360
5025 E. Washington

Native American

January 22nd 12:00pm
10061 E. Osborn Rd; Scottsdale

Hispanic American

TBD

African American

TBD
MCTEC
510 S. 3rd Ave.

AANHPI

TBD

MARICOPA COUNTY RECORDER'S OFFICE

111 s. 3rd Ave.
Phoenix, AZ 85003

Recorder.Maricopa.gov

For more information:
Kenosha Skinner
kskinner@risc.maricopa.gov

Appendix 2: Town Hall Graphics

election townhall
with MARICOPA COUNTY RECORDER
ADRIAN FONTES



9:30 am community fair
10 am - 12 pm townhall

saturday **20**
july



**GATEWAY
COMMUNITY
COLLEGE**
[Room CH 1106]
108 N 40th St.
Phoenix, AZ 85034

HOSTED BY:  OCA GREATER PHOENIX



election townhall
with MARICOPA COUNTY RECORDER
ADRIAN FONTES

scan the QR code or RSVP online at:
www.bit.ly/townhall2withfontes



08
october

4:00 PM
Community Vendor
Fair + New
Equipment Demo

5:00 PM
Town Hall



ABILITY 360
5025 E. Washington Ave
Phoenix, AZ 85034

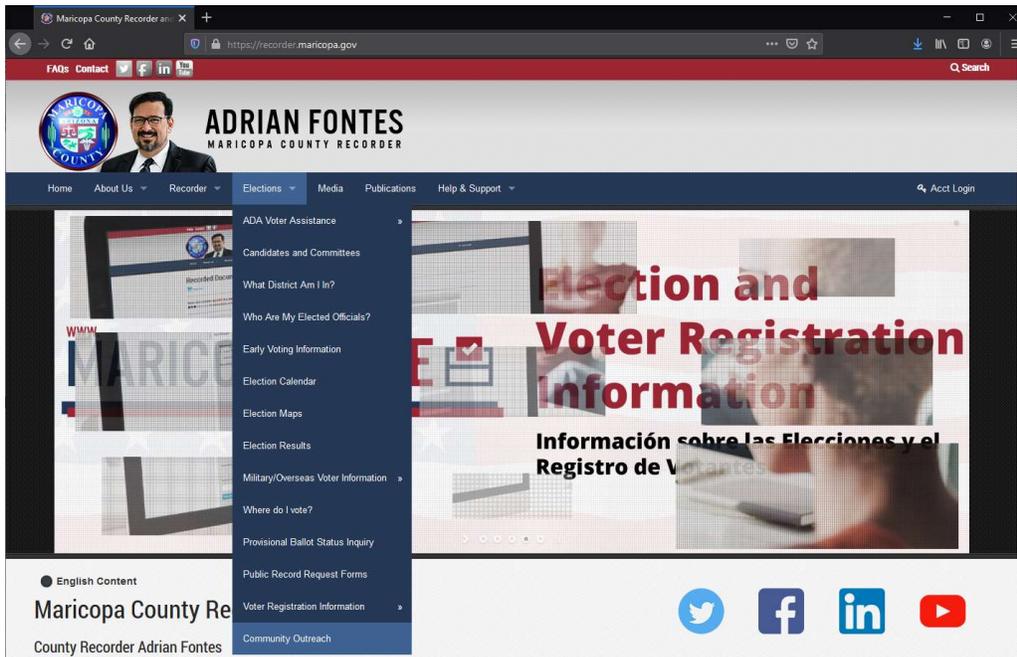
HOSTED BY:  **ACDL**
ARIZONA CENTER for DISABILITY LAW

Join us for a Town Hall with Community Leaders and Election Officials to discuss new Election Laws that will effect voters in 2020 and the new Election Department structure.

Free Admission • Dinner available for purchase at *Café Cultivate* • www.cafecultivate.com
(extended café hours during town hall)

Appendix 3: Project Webpage

<https://recorder.maricopa.gov/voteroutreach/roundtableproject.aspx>



English Content
Contenido Español

Community Outreach

Always ready to serve our community.

Voter Outreach
Community Outreach
Community Outreach Archives

We look forward to implementing creative outreach opportunities, including voter registration drives, presentations, information dissemination, with the help of many individuals and sectors in the county.

If you are a member of an organization that would like to participate, please contact Christine Dyster, Director of Community Outreach at:

- [Fax: 602.506.3069](tel:602.506.3069)
- [Email: cdyster@risc.maricopa.gov](mailto:cdyster@risc.maricopa.gov)

Presentations with general public appeal are presented below. Please be aware that for historical presentations some of the criteria and processes may have changed - always consult the main [voter information page](#) for current registration and voting requirements.



Voter Registration Drive Toolkit



Become a Deputy Registrar



Tour our Election Warehouse



Election Checklists



Voter Registration Postcard



Roundtable Project and Town Halls

Community Network

Community Network Home
Community Network Archives

For more information, please contact:

Christine Dyster
Director of Community Outreach
Email: cdyster@risc.maricopa.gov

Elections

- What's on my Ballot
- ADA Voter Assistance
- Alternative Format Early Ballot Request
- Alternative Format Information Request
- Am I on the Permanent Early Voting List?
- Am I registered to vote?
- Early Voting Information
- Request an Early Ballot
- Early Voting Ballot Status Inquiry
- Early Voting Locations
- Election Calendar
- How Do I Update My Voter Registration
- Permanent Early Voting List & Signup Form
- Polling Locations List
- Polling Place locator & Sample Ballots
- Register to Vote/ Update Registration
- Required ID at the Polls
- Status of Provisional Ballot

Recorder

Campaign Finance

The screenshot shows a web browser window displaying the Maricopa County Elections Department website. The browser's address bar shows the URL: <https://recorder.maricopa.gov/voteroutreach/roundtableproject.aspx>. The website header includes the Maricopa County Recorder's Office logo and the text "MARICOPA COUNTY ELECTIONS DEPARTMENT". A navigation menu below the header contains links for Home, About Us, Recorder, Elections, Media, Publications, Help & Support, and Acct Login. A search bar is located in the top right corner.

The main content area is titled "Roundtable Project" and features two language options: "English Content" (selected) and "Contenido Español". The text explains that the Maricopa County Recorder's Office (MCRO) and Elections Department (MCED) work to ensure free, fair, and accessible elections. The Roundtable Project is a series of meetings to discuss specific topics, with each meeting followed by a Town Hall. The first series, "Roundtable Series One: Communications and Voter Education," was held from May to July 2019. The second series, "Roundtable Series Two: New Laws and Administration," was held from August to October 2019.

Each series section includes buttons for "Topic Summary," "Topic Presentation," "Town Hall Presentation," and "View Town Hall Video." The "Topic Summary" button for Series Two is labeled "Coming Soon".

The right sidebar contains a "Community Network" section with the following text: "Community Network Home", "Community Network Archives", and "For more information, please contact: Kenosha Skinner, Roundtable Project Lead, Email: kskinner@risc.maricopa.gov". Below this is an "Elections" section with a list of links: "What's on my Ballot", "ADA Voter Assistance", "Alternative Format Early Ballot Request", "Alternative Format Information Request", "Am I on the Permanent Early Voting List?", "Am I registered to vote?", "Early Voting Information", "Request an Early Ballot", "Early Voting Ballot Status Inquiry", "Early Voting Locations", "Election Calendar", "How Do I Update My Voter Registration", "Permanent Early Voting List & Signup Form", "Polling Locations List", "Polling Place locator & Sample Ballots", "Register to Vote/ Update Registration", "Required ID at the Polls", and "Status of Provisional Ballot".

The footer of the website includes links for "Hours & Locations", "Recording Kiosks", and "Contact Us".

Appendix 5: Sample Note Taking

Speaker	Comment	Action Items
Questions	Are do you have any concerns about the new laws?	
AF	Concerned about 1090, focus on	
Renaldo Fowler	Same question for the group	
George	Emergency voting, what is the ID requirements and affidavit going to look like.	
AF	We don't know yet	
gina	The bill did not define emergency?	
AF	Correct	
Tory, ASU Indian Legal Clinic	Election Day ID requirement, Does it extend to early voting the same	
AF	Yes	
Chris	Early voting you can change your address	
AF	Correct	
Becca, AZ Deaf and hard of hearing	How can we be involved in the process of defining emergency?	
AF	We can help the leg by educating before the 2020 Aug. and Nov elections. Won't get there before the PPE. Maybe come up with the info for the County supervisors association.	
Renaldo	How do you think the new law will impact people with disability? Positive or Negative?	
AF	Design aspect.	
Renaldo	That's for the audience	
Monica	The Circle What about people who can't make a signature.	
Chris Rose	Prima County, this is the law. Make a mark. As long as that's what you registered with. No requirement of a cursive signature. Lots of printed signatures. One of changes from leg, we can look at all signatures from past now for comparison. You define your signature. Can we conclude that the same person made the mark.	
gina	Which bill?	
AF	Yaavail, this was a really positive change.	
Leslie	We have been looking at updates to reflect more positive changes like this.	
Jordan Moon	More creativity when making the ballots and how they appear. One of concerns for blind community, sometimes ballot are different sizes and those ballots will be different looking so they can be identified. So they are easily identifiable.	
AF	Not all of these ballots have the name in the same order - That's by design. At least we couldn't with prior technology. Reproduced for new equipment. Preserve anonymity of ballot. Make sure that we are counting those ballots. Not at a perfect system. But we are trying to appo ove all the time.	
David Carey	Signature changes, what are the ways that we ensure that your ballot is actually counted.	
AF	Allows us to reach out to voters. We need to make sure that signature matches, lots of items to match with. If mismatch, then we can send letter, email, and call. Every means necessary.	
Solchi?	IDS in 1090, MND is the only place that you can get new ID. How can you get ID?	
AF	CCC has a great website, there is a lot of types of ID that you can use. We've got a lot of issues, but we've been improving. And we're easier than that.	Send out ID list for access.
Solchi	Concerned about ability to get ID	
gina	Specifically to an emergency. You can get a recorder certificate, and you can show utility bill on your phone. Plug for text service for FEVL in MC.	
Becca, AZ Deaf and hard of hearing	Ballot design question, Commission working with blind community now. Does the design for braille ballot, who has purview.	
AF	Depends on the county	
Becca, AZ Deaf and hard of hearing	Why you got to make it more difficult. Laughier	
AF	We are continuing conversation, with you. Come talk to me.	
Leslie	Positive side of ballot change, Maricopa getting a ballot change to match ours will help voters.	
Renaldo	Barriers and Continging	
Monica	Poll workers not knowing what the Large Print ballots look like. Poll worker said it was the right ballot. If you are going to have accessible items, poll workers need to know about it. New machines, but when I went to use it, they were not prepared. I had to wait for them to turn it on, you need to be prepared.	
AF	Both issues speak to the same questions, how are we better training our poll workers. Part of the deal with GOS, increasing staff in charge of poll workers. Training staff will include some one who has experience with adult learning. Because of increased staff they will be dedicated and bettering the training process. More experienced people training. There was a reluctance on setting up equipment because it was difficult to take down. Get involved plug.	
Monica	How long is the training? I did not get called back.	
AF	I'll look in to that.	

Appendix 6: Sample Recap



Roundtable Recap

Roundtable Name: Disability Advocates Roundtable
Date: May 1, 2019
Location: Ability 360 (5025 E Washington St. Ste. 200)
CRT Contact: Keñosha Skinner kskinner@risc.maricopa.gov

Overview

On May 1, 2019, eighteen (18) individuals representing fourteen (14) different institutions joined the Maricopa County Recorder's Office (MCRO) to discuss the Communications and Voter Education outreach efforts during the 2018 Midterm Elections. Renaldo Fowler, Senior Staff Advocate for the Arizona Center for Disability Law, conducted a presentation on Civic Engagement and the Arizona Disability Community. Recorder Fontes provided a brief presentation on the MCRO's outreach initiatives leading up to and during the 2018 Elections. We then engaged in a discussion of the view from the ground in relation to Communications and Voter Education. The meeting started at 10:00am and wrapped up at 12:00pm.

Top Discussion Points

1. **Board Worker Training:** There was mutual concern of the MCRO board workers' (BW's) lack of training regarding the disabilities community. BW's require enhanced training on the following:
 - a. Medical, intellectual, and developmental disabilities
 - b. Set-up and use of the Edge. An instructional video is in the works.
 - c. Disabilities etiquette
2. **Communications:** The group consensus was that the MCRO has improved with its communications regarding elections since 2016, however, the following improvements are still needed:
 - a. MCRO website needs to include use of ASL.
 - b. Ensure that MCRO videos are captioned.
 - i. Arizona Commission for the Deaf and Hard of Hearing (ACDHH) is willing to participate in another video with Recorder Fontes.
 - c. Create policy statement at MCRO to ensure that voters who call the Star Center independently are provided with the same information they would receive if they called the ACDHH.
 - i. This highlights an ongoing need for communication between the two.
 - d. The infographics are great and should be included on mailed communications.
 - e. The mental health community struggles with the voting language. United Healthcare's Office of Individual and Family Affairs reviews elections information to help this population with understanding voting and elections information.
3. **Voter Education:** The voting rights of people with disabilities continues to be a source of confusion. The following concerns were discussed:
 - a. Lack of awareness that self-guardians can register and vote.
 - b. Caregivers, including group homes, with clients who are under various types of guardianships lack clarity on which clients can and cannot vote. There were several stories of staff at group homes throwing ballots away believing that clients are not allowed to vote.
 - i. Utilizing Special Election Boards (SEB) was identified as a solution. Kevin Brodsky is currently working on creating a training.
 - ii. Josh Thomson (MOSAIC) noted that the foster families could be doing more to promote civic engagement. Include voter registration and voter updates into the intake process.
 - c. Confusion regarding the ballot harvesting law and having a training for providers about

what they are legally allowed to do. Recorder Fontes agreed that this law is very vague and not clearly defined. ARS § 16-1005

4. **Signature Verification:** This is still an issue of concern within this community as some members are unable to make a mark for their ballot.
 - a. MCRO is currently formulating a policy to address this issue.
5. **Accessibility:** Bill Lucero of SABE discussed the voting experience survey (saveusa.org) and the number one complaint was inadequate parking. BWs not knowing how to set-up or use the Edge was also on the list.

Accountability for Action Items

Tonia Tunnel

- Formulate policy to address how to proceed with members who are unable to make a mark for their signature.

Sophia

- Ensure videos (website, social media) are captioned - Continuous

Kenosha

- Reach out to the mental health community to offer elections/voter education – (Now)

Brittney Johnson and Kevin Borsody

- Work to enhance BW training on Edge set-up and usage - Continuous
- Develop curriculum to train BWs on disabilities etiquette -

Renaldo Fowler

- Bring training to Maricopa County that was brought to Mohave County (Prior to 2020 PPE)

All attendees

- Notify Kenosha Skinner of how many organization members need DR training and if you have a facility that can accommodate the training (August 1, 2019)
- Provide any documentation of instances where clients or voters were disenfranchised in this past election so they can be shared with the Elections Department (July 1, 2019)
- Provide input on Disability Etiquette training (ASAP)

Proposed Timeline

There will be a Town Hall discussion in late June/early July 2019 to share key points and updates from the first session of roundtable discussions. The MCRO is still accepting hosts for this Town Hall.

The next series of Roundtable discussions will commence in August/September 2019. The MCRO is still accepting hosts for upcoming roundtable discussions.

Useful Links

Download the MCRO Voter Registration Toolkit and other handouts as well as sign up for tours and Deputy Registrar Classes here: <https://recorder.maricopa.gov/voteroutreach/#tabs=1>

Download the 2018 Midterm Election Report: <https://recorder.maricopa.gov/site/publications.aspx>

Find your voting and candidate information with the Citizens Clean Elections Commission: <https://www.azcleanelections.gov/>